HTS Express

Hi-Tech Software, Inc. ▪ *Uniquely Focused on Long Term Care*

December 2010

Hi-Tech Meets 2010 State and Federal Deadlines

2010 has been a marathon year for meeting state and federal regulations, including:

- MaineCare billing through the MIHMS System
- The MDS 3.0 for Nursing Care
- The implementation of RUGS IV for Medicare A PPS billing

We are happy to say that Hi-Tech has crossed the "finish line" with a couple "victory laps" yet to go. We continue to post Patches and new Releases to our web-site to provide additional features and enhanced processing.

Hi-Tech reviews these accomplishments for 2010 in the pages that follow, and we are ready to move into the next decade with the following good news:

Hi-Tech to Launch a New Website in 2011

After the first of the year, our website will have a brand new look. It will still be easy to navigate and provide a **Clients** button that leads you to familiar topics such as *Downloads and Updates*, *Important Instructions* and the **GoToAssist** icon that helps you connect to Hi-Tech Phone Support. The new website will also include an Events Calendar that lists our workshops, Webinars and other special events.

Hi-Tech to Move into New Building in 2011

To better serve our growing client base, we are building a new office to accommo-date more staff and technology. Our builders plan to work through the winter and we hope to move in the Spring. You can track the progress of the construction via our Blog written by Hi-Tech Business Manager, RJ Anzelc, who visits the site daily. Access the blog from our website or go to: http://hitechsoftware.wordpress.com/.

Hi-Tech to Issue 2011 Hi-Q Points in January

When you use your Hi-Q points to "pay" for training, you learn more about the extensive capabilities of the Hi-Tech systems. Our trainers teach you ways to inte-grate operations to reduce paperwork and save time. This results in more complete records, faster information retrieval, and more informative reporting.

In January, we award the points for 2011, and you can still use leftover 2010 points to obtain training. Points awarded in 2009 expire at the end of 2010.

Use Hi-Q Points for the following types of training:

- **On-site training** using your records. (1 point for 1 hour; no charge for travel time).
- **Telephone appointments** ($^1/_2$ point buys 1 hour) using a **GoToAssist** connection.
- **Workshops** for up to 6 members of your staff at our Hi-Tech office, focused on your agenda ($^1/_2$ point buys 1 hour).

To learn how many points you have, review your monthly invoice or call Hi-Tech.

Dates to Remember

Hi-Tech Christmas Party
Thursday, December 23
Office Closed: 12-2 pm

Christmas Eve
Friday, December 24
HTS open 8-2

New Year's Eve
Friday, December 31
HTS open 8-5

Martin Luther King Day
Monday, January 17
HTS open 8-5

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Find the Blue Swoosh hiding in this issue, then email **marti@hi-techsoftware.com** and tell her where you found it. She will enter the first 10 responders in a drawing for a $25 L.L. Bean gift certificate.

Hi-Tech Welcomes Ohio

With the addition of our new Ohio client, Hi-Tech supports long-term care facilities in 10 states.

East Liverpool City Hospital
East Liverpool, OH
Clinical Records System for Nursing Care
Resident Trust Accounting
Resident Referral

We also Welcome...

Angel Haven, Bangor, ME
UB04 Exception Billing
Clinical Records for Residential Care
Resident Referral

The Woodlands of Cape Elizabeth
Cape Elizabeth, ME
Resident Accounting
Resident Trust Accounting
Clinical Records System for Nursing Care
Resident Referral

The Wyndmoor (Magnolia Health Systems)
Terre Haute, IN
Clinical Records System for Nursing Care
Resident Trust Accounting
Resident Referral
General Ledger, Payroll, Accounts Payable

Current Clients Add Capability

Rehab Therapy System
Narraguagus Bay, Milbridge, ME
Mountain Heights, Patten, ME
Country Manor, Coopers Mills, ME
Greenwood Center, Sanford, ME

UB04 Exception Billing (XB)
Presque Isle Nursing Home, Presque Isle, ME

IMAR
St. Joseph's Manor, Portland, ME

Clinical Records for Residential Care
Scarborough Terrace, Scarborough, ME

CareTracker Interface
Country Village Estates, Madawaska, ME
Crestview Manor, Madawaska, ME
Crescent Manor, Bennington, VT
Durgin Pines, Kittery, ME
Knox Center, Rockland, ME ■

Happy Thoughts on Client Support

We thank all our clients for their appreciation and recognition of our efforts to provide excellent support during some challenging transitions in 2010.

We are pleased to see that our GoToAssist Satisfaction Rates improved during these months:

GoToAssist Satisfaction Rates	Positive ☺	Neutral 😐	Negative ☹
Sept-November	98.28%	1.72%	0.00

We want to share the following comments that clients made about our efforts to prepare our users for the MDS 3.0 and MIHMS:

MDS 3.0: '... a BIG THANK YOU for everything [you] do and being on top of the changes CMS has made. [We] are still stressed about the changes, but not as bad as other Vermont Facilities that do not have Hi-Tech as a vendor.'

MDS 3.0: "... my staff members have been extremely impressed and full of compliments for your team's educational sessions. Our facility has attended both live and web educational opportunities provided by your team and felt they were more informative than any other sessions attended. In particular, they've mentioned Kris' name on more than once occasion.

So, here's to a job well done. I, as always, remain extremely pleased with our relationship."

On the MIHMS transition: "Thanks for all your efforts on this one, and overall all the efforts over the last 12 weeks as we moved to the new system. [This organization] is very fortunate to have a vendor like Hi-Tech during these times."

Also on MIHMS: "Jeff, I would like to thank you personally for all you and the programmers have done to make this process as seamless as possible. I'm sure all of you have put in endless hours addressing multiple issues. Another thank you to the program support staff, they were very helpful, and called back with status [updates] even if it wasn't fixed. I appreciate that effort." ■

Help Hi-Tech Help You

Hi-Tech uses email for nearly all our regular correspondence with our users, including:

- Important notices about how to prepare for regulatory changes.
- Update Emails that notify authorized Update Contacts that we have posted a new Release or Patches to our website.
- This newsletter—the ***HTS Express***.
- The monthly ***Hi-Tech Hi-Five*** that highlights five ways that Hi-Tech makes your jobs easier.
- Invitations to our Webinars.

Please continue to provide us with current names and ***email addresses*** for your administrator, HIPAA Contacts and staff who need to receive our communications and Webinar invitations. ■

Please Identify your Facility in Emails

Many email addresses do not identify the facility, so when you email Hi-Tech with a support issue, please include your facility name and phone number in the message. This will make it easier for us to log your call, and Support can respond to you more quickly. ■

Hi-Tech Exhibits at Annual Conferences

Hi-Tech Software representatives enjoyed talking with our clients at the following **2010** conferences:

Vermont Health Care Association (VHCA)
September 21-22

New Hampshire Health Care Association (NHHCA)
September 29-30

Maine Health Care Association (MHCA):
October 20-21

New Hampshire Association of Residential Care Homes (NHARCH): October 26-27

In **2011**, we will exhibit at:

North Carolina Health Care Facilities Association (NCHCF) Expo, February 1, Greensboro, NC

Indiana Health Care Association (IHCA)
May 10-12, Indianapolis, IN ■

Hi-Tech Posts Webinar Instructions to Website

Before or after a Webinar, Hi-Tech sometimes posts instructions to our website. The presenter will inform you if instructions will be available.

To find these instructions go to:
www.Hi-TechSoftware.com > ***Hi-Tech Clients***.

Webinar Instructions

Flu Shot and Pneumonia Setup

Resident Accounting End of Year ■

Does Hi-Tech have Your HIPAA Contact Information?

We only release website Access Codes to authorized HIPAA Contacts who have signed an agreement with Hi-Tech Software.

It is very important that we have current information on your HIPAA Contact so we can notify that person when we post an update to the website.

Please send any changes in this information to:
Joanne@Hi-TechSoftware.com. ■

Creative Imaging Sets Group Run Dates

Order closes	Delivery
December 1	January 14
March 1	April 14
June 1	July 14
September 1	October 14

Contact Dana Wildes: dwildes@creative-ig.com
207-807-6284 (cell) Toll free: 866-370-2999.
www.hi-techsoftware.com > ***Hi-Tech Clients*** > Creative Imaging Cooperative Buying Plan. ■

Can you Solve these Christmas Riddles?

1. What do elves learn in school?
2. What Christmas carol is a parent's favorite?
3. Why does Santa have 3 gardens?
4. How do sheep in Mexico say Merry Christmas?
5. What does a cat on the beach have in common with Christmas?
6. What do you call people who are afraid of Santa Claus?

See the answers at the bottom of Page 5. ■

Clinical Systems News

Do you Know this About the MDS 3.0?

Available with *Release 10.11*:

- Enter additional information in the Section Z400 **Sections** column, and it will be printed after the Z0500 Signature area on the MDS.
- When you print the **CAA Trigger Test**, you can check mark ☑**Include CAA Resources** to print both items. Use these documents to decide if you will *care plan* a triggered Care Area.
- Perform **QA** on the **MDS** by Census Date or by ARD.
- **Print Unresolved Conditions** for the MDS 3.0. Compare specific items on residents' two most recent MDS 3.0 records to see which responses have not changed.
- Print the MDS 3.0 **7-Column Worksheet** to gather responses for multiple MDS records.
- Print the **MDS/Billing Diagnosis Review** to verify the consistency between diagnoses recorded in a resident's Stay Record and MDS 3.0 record.
- Use the **Case Mix Calculator** to view how changes in an MDS 3.0 will affect case mix scores.

Available with *Release 10.09*:

- **CAA Trigger Test** and **CAA Resources** for completing the MDS 3.0 Section V.
- MDS 3.0 **Case Mix Worksheet**.
- The new **Assessment RUG Score** report.
- **QA** for the MDS 3.0

Available with *Release 10.08*

- Restrict user access to the MDS 3.0 through **Libraries > MDS / Care Plans > MDS Security** ■

Learn About the MDS 3.0

Read the Update Memos and Instructions to learn about the most recent changes to MDS 3.0 processing listed above. On the Hi-Tech menu, simply click **Update Memos** to list the Update Memos and Instructions for Releases 10.08, 10.09 and 10.11 (shown on the right). Select the System Update for that Release to display and print those pages. ■

View Update Memos

Select Update Memo

☐	System Update	Release 10.11
☐	System Update	Release 10.09
☐	System Update	Release 10.08
☐	System Update	Release 10.05
☐	System Update	Release 10.01
☐	System Update	Instructions 10.09
☐	System Update	Instructions 10.08
☐	System Update	Instructions 10.01

Maintain Electronic-Only Copies of MDS 3.0

If your facility has an Electronic Medical Record (EMR) Policy and a fool-proof backup system, you can maintain electronic-only copies of your residents' MDS 3.0 records. You can print just the Signature pages for the chart, which gives an MDS the **Completed** status required for submission.

To learn more, read page 5 of the Release 10.11 Update Memo. Contact your state's MDS Help Desk to learn the regulations for electronic-only copies of the MDS 3.0. ■

CMS Releases 672 and 802 Survey Forms

In October, CMS released the CMS-672 and CMS-802 Survey Report forms and cross-walk to the MDS 3.0.

Hi-Tech is now developing these programs and will provide them in a future update.

You can still print these two Survey Reports based on the MDS 2.0; and you can update the survey records for a resident whose current assessment is the MDS 3.0. You can also update these records for a resident with current MDS 2.0, but whose conditions have changed.

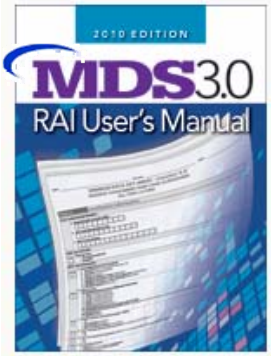
To learn which residents have current MDS 3.0 records, select **Reporting > MDS > Key Date List**. Then select **MDS/Care Plans > MDS 2.0 Misc** to display the program options on the right. Use **Edit 802** and **Edit 672** to update survey information. You can then **Print 802** and **Print 672** with current detail. ■

Edit 802
Print 802
Edit 672
Print 672

Access MDS Information on our Website

Find valuable information on the MDS 3.0 at www.Hi-TechSoftware.com > ***Hi-Tech Clients***. ■

Obtain an MDS 3.0 RAI User's Manual



If you do not already have one, obtain an up-to-date ***MDS 3.0 RAI User's Manual***.
You can download the September 2010 version, at no cost, from the CMS website at:

www.cms.gov/NursingHomeQualityInits/45_NHQIMDS30TrainingMaterials.asp

Scroll down and select MDS 3.0 RAI Manual September 2010 [ZIP 21 MB].

You can purchase a printed copy for $49 from:
www.hcmarketplace.com/prod-9296/MDS-30-RAI-Users-Manual.html ■

CMS Defines Timeline for Version 5010 and ICD-10 Diagnosis Coding

Electronic health care transaction standards are changing from Version 4010/4010A1 to Version 5010, which will accommodate the change in diagnosis coding from ICD-9 to ICD-10. CMS has announced that all payers should be ready to receive the new version 5010 files effective January 1, 2011, and all payers must comply with Version 5010 files by January 1, 2012. This means that most payers will begin accepting test files for Version 5010 in January 1, 2011. After successful test transmissions, facilities will send the new version.

In the first part of 2011, Hi-Tech will provide an update with the required programs for test submissions in the new version format to prepare for live submission before January 1,2012.

- ICD-10 coding must be used after October 1, 2013.
- ICD-10 codes must be used on all outpatient claims with a date of service 10/1/2013 or later.
- ICD-10 codes must be used on all inpatient claims with dates of discharge 10/01/2013 and later.

Hi-Tech will research General Equivalence Mapping (GEMs) provided by CMS. GEMs would be beneficial when an ICD-9 code has an exact match to an ICD-10 code; however, because the ICD-10 coding system is more complex with more defined diagnoses than the current ICD-9 codes, we are not certain that GEMs will be helpful.

CMS has published the following timeline to help providers comply with the changes.

For more information, please visit www.cms.gov/ICD10/

January 1, 2010
Payers and providers begin internal testing of Version 5010 standards for electronic claims.

December 31, 2010
Complete internal testing of Version 5010 to achieve Level I Version 5010 compliance.

January 1, 2011
Payers and providers should begin external testing of Version 5010 for electronic claims.
CMS begins accepting Version 5010 claims. Version 4010 claims continue to be accepted.

December 31, 2011
Complete external testing of Version 5010 for electronic claims to achieve Level II Version 5010 compliance.

January 1, 2012
All electronic claims must use Version 5010. Version 4010 claims are no longer accepted

October 1, 2013
Claims for services provided on or after this date must use ICD-10 codes for medical diagnosis and inpatient procedures. CPT codes will continue to be used for outpatient services. ■

Solutions to the Christmas Riddles on Page 3: 1. The elf-abet 2. Silent Night 3. So he can hoe, hoe, hoe 4. Fleece Navidad 5. Sandy Clause 6. Claustrophobia

Financial Systems News

Please review the ***Clinical News*** on Pages 4-5 for information on the MDS 3.0 that pertains to billing with the RUG scores calculated from MDS 3.0 records.
Also see **CMS Defines Timeline for Version 5010 and ICD-10 Diagnosis Coding** on page 5. ■

Why Integrate Resident Accounting & Clinical?

If your Resident Accounting and Clinical Records Systems are not integrated, consider the benefits of integration:

- Save time and increase accuracy by entering and maintaining one copy of residents' face sheet and demographic information.
- Share facility profile information such as Provider numbers and Physician IDs, and all resident face sheet information, including SSN, Medicaid and Medicare numbers, contacts, ICD9 diagnosis codes, MDS 3.0 schedules, scanned documents and census changes.
- When the Nursing staff prints and submits MDS records, this will automatically update Resident Accounting Stay Tables with MDS dates and RUG scores required for billing. Without integration, billing staff must manually maintain the Stay Tables.
- Use Hi-Tech security to limit access to specific areas.

Use your Hi-Q points to pay for Hi-Tech's assistance in integrating these two systems. Contact Hi-Tech to make an appointment. See more about Hi-Q Points on Page 1. ■

Have you installed the 2010-11 ICD file?

To verify that you have installed this file, on the Hi-Tech menu, press the F1 key on the keyboard. Under **Downloads** look for **ICD9** with a date of **10/01/2010** or later. If the date is *before* 10/01/2010, your authorized Hi-Tech Update Contact should download the file from our website.

Print and read the memo, and after you download the file, complete the instructions on Page 3 of the Memo to **Print Invalid ICD9 Codes** and **Update Annual ICD9 File**. The Hi-Tech System will not use the new ICD9 file until these steps are complete; and your system will display a warning that the New ICD9 Library 10/01/2010 has not been updated. ■

Medicare News

- Medicare A co-pay amount is increasing to $141.50 for 2011.
- Medicare UB-04 Revenue Codes and Other Codes have been updated as of September, 2010. Find copies at NHIC website at: www.medicarenhic.com/PA/PartA_index.shtml Select Updates on the left. Look for **07 October 2010**, and then: The UB04 Revenue Codes Card and UB 04 Other Codes Card have been revised. ■

Do You Know about these MDS 3.0 Billing Features?

Release 10.11

- For MDS 3.0 records that do *not* require submission, the Stay Table will be updated with the Case Mix scores when the MDS is printed. This is necessary for Commercial Payers that require the Medicare assessment schedule, but the state does not want the assessment to be submitted. (For MDS records that must be submitted, the Case Mix score does not update the Stay Table until the MDS has been submitted.)
- **Billing > Preparation >**
  - **Create Medicaid PPS Adjustment** will calculate the end date as 92 days from ARD and not the start date.
  - **Create Medicare A PPS Adjustments** and **Create Commercial PPS Adjustments** will use MDS 3.0 information in Medicare A and Medicare C claims for dates of service beginning October 1.
  - **MDS/Billing Diagnosis Review**: this new report lists the diagnosis recorded in the residents' stay records and the MDS records so you can verify consistency between the two records.
- **Medicaid > Select Bills**: When selecting bills for ancillary charges, you can access the Extract thru date if you *un*check Select Room Charges.

Release 10.09

Billing > Preparation > Assessment RUG Scores prints RUG categories from MDS 3.0 Section Z. ■

MaineCare Billing Requires New Codes

Resident Accounting and **UB04 Exception Billing (XB)** now accommodate MaineCare Occurrence and Span Code requirements. When billing Nursing Home claims for members who are eligible for both Medicare and MaineCare, you must use specific occurrence codes to indicate when Medicare will not make payment on a Nursing Facility claim. When appropriate, please use one of the following occurrence codes:

22 (Date Active Care Ended): Include on the claim when a resident has been changed from a Skilled Nursing Facility to a Nursing Facility level of care during the period of time where Medicare would pay for a Skilled Nursing Facility. You must also include the date that the level of care changed.

A3 (Benefits Exhausted): Include on the claim when a resident is still classified as needing Skilled Nursing Facility level of care, but Medicare has paid their maximum number of days. You must also include the date the Skilled Nursing Facility benefit was exhausted.

74 (Non-covered Level of Care/Leave of Absence Dates): Include on claim when the resident has not been classified as needing Skilled Nursing Facility level of care. Additionally, enter the claim dates of service as the occurrence span dates.

Enter the code and the date on the Stay Table or Resident Medicaid Assessment screen.

Hi-Tech to Provide EOY Instructions

By the end of December Hi-Tech will post End of Year Instructions to our website and inform our Update Contacts for our financial applications.

We will also repeat the following EOY Webinars:

- 12/16, Thurs 10 am General Ledger and Accounts Payable EOY
- 12/16, Thurs 2 pm General Ledger Budgeting
- 12/17, Fri 10 am Resident Accounting EOY

We send invitations two weeks before the Webinar date. If you have not been receiving invitations to Webinars on the applications you use, please contact Joanne@hi-techsoftware.com. Provide your name, facility, email address and the Hi-Tech applications that you use.

See the Webinar Schedule on our website.

Release 10.11 Enhances Payroll

- Under **Payroll > Reporting > Labels > Facility** you can print sheets of adhesive Facility Address labels. The program will pull the address from the Payroll Profile, and you can edit it for the labels to be printed.
- Under **Libraries > Facility > Bank Profile**, if you enter an ABA number used by another bank, the program will display a warning.
- **Print W-2 forms** will print the 2010 form.

Rehab Therapy Reports Types of Minutes

The **Daily Therapy Time Report** now lists *Individual*, *Concurrent* and *Group* Therapy Minutes and provides daily totals and discipline totals at the end of the report. The **Monthly Summary** now includes *Individual*, *Evaluation* and *Group* and *Concurrent* minutes in the daily columns of the monthly grid, as shown below.

HI-TECH NURSING & REHAB
Sep 2010

THERAPY DOCUMENTATION SUMMARY RECORD

Totals By Procedure	1 We	2 Th	3 Fr	4 Sa	5 Su	6 Mo	7 Tu	8 We	9 Th	10 Fr	11 Sa	12 Su	13 Mo	14 Tu	15 We	16 Th	17 Fr	18 Sa	19 Su	20 Mo	21 Tu	22 We	23 Th	24 Fr	25 Sa	26 Su	27 Mo	28 Tu	29 We	30 Th	31	Mo. Tot.
PT SERVICES																																
97010/HOT/COLD PACKS																50																50
97035/ULTRASOUND																	60															60
97112/NEURO.MUSC.RE-ED																60					20											80
97113/AQUATIC THERAPY EXERCIS																150					30											180
97150/GROUP THER. EXERCISE																120					60											180
Total Individual Minutes																150	30				30											210
Total Eval Minutes																						30										30
Total Group Minutes																120					60											180
Total Concurrent Minutes																110	30				20											160
Total Therapy Units																25	4				7											36
Therapist Initials																HTS	HTS				HTS	HTS										

HTS Staff	
Rick Anzelc	President/Systems Analyst
Lynne Hammond	Director of Marketing/Sales
Jeff Hadley	Director of Support Services
Joanne Hewett	Administrative Assistant
Gloria Collins	Accounting
RJ Anzelc	Business Manager
Claire Bourque	Product Training/Consultant
Connie Harmon	Product Training/Consultant
Kris Stewart	Product Training/Consultant
Jackie Locke	Software Design & Development
Ed Fowler	Director of Quality Assurance
Rachael Murphy	Client Support Manager
Alicia Nichols	Client Support
Deanne Morrow	Client Support
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We edit for clarity and space.

December 2010

See previous *HTS Express* and *Hi-Tech Hi-Fives* at www.Hi-TechSoftware.com > ***Hi-Tech Clients*** > Newsletters.

Email *new* support issues to **support@Hi-Techsoftware.com**.
Include your facility name and phone number.
Several support people receive emails to this address.
If you fax an issue to HTS, call to verify it has been received.
We will log your issue in the order received.

Hi-Tech SOFTWARE • SOLUTIONS

Nearly 30 Years Uniquely Focused on Long Term Care

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If this is not addressed to the correct person, please notify us so we can correct our mailing list.